

July 2, 2019 Call Transcript

Ms. Higgs: Hello.

Golden Title: This is 745 Cash calling with a special offer to settle your past due account. Because of your past payment history, you have been selected to receive this special settlement offer. Please press "one" to talk to a settlement specialist.

Ms. Higgs: [Presses one] [audible beep]

Golden Title: Please hold while I transfer your call. [ringing]

Hello, how can I help you?

Ms. Higgs: Yes, Ma'am, I was calling because your line was calling me saying that I owe money, but I paid it off to the collections people that you guys use, Sullivan and Associates, and . . .

Golden Title: Uh huh.

Ms. Higgs: . . . this is back in April. This is back in April, so, I don't know why they haven't sent you the money.

Golden Title: What is your phone number?

Ms. Higgs: [REDACTED]-5560.

Golden Title: Denee Spencer?

Ms. Higgs: No. I'm Danita, Danita Higgs. Denee, that's my sister.

Golden Title: Oh. Okay. Well, you have to contact them because it is still showing that you owe us.

Ms. Higgs: Yea, I paid it April 29, 2019. I have the receipts and everything, I saved it in my email. So, if I forward that to you, that's not going to help?

Golden Title: Um. You can take it to the location where you um . . .

Ms. Higgs: Had my loan at?

Golden Title: Had your loan, yes. Uh huh.

Ms. Higgs: I'll take it there. Okay, I'll do that.

Golden Title: Okay.

Ms. Higgs: Alight. Thank you. Bye bye.

